



# TUTOR TALK

Technical Tutoring brings you this newsletter and training information in appreciation of your business and support

## 5th Anniversary Issue

## Company News

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We cannot say *Thank You!* enough for a wonderful FIVE YEARS!! In many ways we have started over each year and this is no exception. We've cleaned up our client list in QuickBooks, mailed to a high percentage of our database of potential clients, opened our classroom, added some new textbooks, and we're ready to go!

The classroom is set up for six students and an instructor. Right now, it's for lecture based presentations only but we're working on the capital for six computers and a projector so it can be a true hands-on classroom.

New textbooks – we've added one for Maintaining Windows as well as one for Corel WordPerfect and one for Corel Quattro Pro.

Reminiscing is fun and as I read all the names for this mailing I remembered meeting wonderful people with lots of energy, enthusiasm, and curiosity. I saw the names of friends who became clients as well as clients who became friends. I recall times of triumph, for both sides of the class, and

times of confusion. Wonderful projects—spreadsheets, presentations, databases, and software abound within the completed work. Classes of 1 or those of 8-13 at training centers, each with unique hurdles and individuals. A special thank you to the contracting companies who hired me, for during those large classes I learned a great deal about teaching and the specific software products.

Looking ahead, I hope to experience much more of the same, both with this group of existing clients and with many new clients. Thanks again for all the referrals over the past five years!

In the plans for the remainder of the year – additional seminars, a book on digital photography, and an exploration of Office 2003. Plus, who knows what neat new 'toys' will be offered that we'll just have to try out!

Be proud of yourself, because **I am proud of you,**

*Seema Kenney*

**Man is the best computer we can put aboard a spacecraft ...and the only one that can be mass-produced with unskilled labor. — Wernher von Braun**



**Holding on to a gift certificate? They don't expire—redeem at your convenience!**

## Windows XP Error Reports

Does sending an error report to Microsoft do any good?

Windows Error Reporting (WER) was introduced with Windows XP and allows users to send detailed reports when programs crash and lets vendors inform users of fixes and workarounds for reported errors.

The data collected in error reports depends on the type of error and may include recent actions, network information, machine configuration, relevant files, and more technical information. They can also inadvertently contain private information. Error reports are encrypted before transmission via HTTPS (the 'S' signifies secu-

rity). After submitting an error report, you may be asked to fill out a survey or track the status of your report. So much for anonymity!

If you are the Administrator within Windows XP, you can customize which errors are reported or turn off the feature entirely. To modify the settings—Control Panel/System/Error Reporting/Disable Error Reporting.

Submitting crash reports does provide the vendors with good information on their product's compatibility, but use it cautiously since private information can be included in the error report.

(adapted from PC Magazine 2/3/04)

## Graphic File Formats

With photos and graphics becoming more of a mainstay in all of our computing, it was time for me to read up on the file formats and better understand all these graphic options. What I learned is that the file format impacts both the quality and size of your images, both on screen and in print. Here's some terminology to understand: RASTER—colored dots arranged in rows; VECTOR—images composed of lines, polygons and text. The guidelines I've read lead to three areas to consider before saving your graphic file—the output media, the format's features, and your workflow. Most browsers support GIF, JPEG, and SWF. Large raster files are more friendly if they're compressed, but lossy compression shrinks images by discarding data.

JPEG—a full color raster format supported by all popular Web browsers and digital cameras. Employs lossy compression so it can degrade image quality. Each time you save a JPEG file you further degrade the image.

GIF—a Web ready raster format. Small color palettes, lossless compression, transparent colors, and frame-based animation makes GIF a fine choice for Web graphics such as icons or logos.

TIFF—great choice for raster images intended for print. TIFF encompasses many different color modes. TIFF offers advanced features, including gradient transparencies, multiple layers, and several compression methods.

PNG—gaining acceptance as a raster format; supports palette-based and full-color images, plus lossless compression and a true alpha channel. Not all browsers can display PNG's multilevel transparency.

VECTOR— involves pictures composed of discrete objects. Lets you zoom in without degrading quality.

(PC Magazine 3/2/04)

## Software Tips

### Windows

What's the difference between upgrade and update? Upgrade is to take your current software and replace it with a newer release of the software. Update is to keep your current software up to date with changes from the manufacturer. Upgrading can be expensive, but provides you with new features within the software. Updating is often free—downloading patches from the manufacturer's web site.

How do you decide whether to update or upgrade? Here's some questions to use as guidelines:

Does the software do all I need it to?

Does the software do all I want it to?

Will my other software/hardware work with the upgrade?

Is the cost worth the increase in features (upgrade, time, other changes)?

Will I use the new features?

A few answers of "no" should lead you to an update. A few "yes" answers means you will probably be better with an upgrade.

### Excel

Scenario Manager is a tool included with Excel that makes it easy to automate your what-if models. This allows you to store different sets of input values for variables and give each set a name. For instance, if you're working on a budget, you can save the base, one with a new office, and one with new staff, all in ONE Workbook!

Named ranges make formulas much easier to read. Highlight the range and then type a name in the name box.

After you enter the first parenthesis for a function, press CTRL/Shift/A to have Excel display the function's arguments.

Missing data for your chart? If you have a zero value in your chart data you need to plan for how to display that. Click on the chart, choose Tools / Options, click the chart tab, select the option you want for handling the missing data. One option per chart.

### Word

Your tables and graphics in a word document can have captions just like your favorite newspapers and magazines! Click to select the table or graphic, then choose INSERT / CAPTION. In the caption dialog box, fill in as appropriate and click OK.

Using the EDIT / FIND command in word, you can find non-printing characters like Tab. Click on MORE and then SPECIAL and you'll see a list of the characters Word can search for. Choosing FORMAT allows you to look for Bold, etc.

### The Windows Key

Between CTRL and ALT on the keyboard is the Windows Key.

Use it to display the Start menu.

Use with E to start Windows Explorer.

Use with F to open "Find Files".

Use with M to Minimize all windows.

Use with R to display the Run dialog box.

Use with TAB to cycle through taskbar buttons.

Make the most of yourself, for that is all there is of you.

-Ralph Waldo Emerson

*Office XP / 2002  
Task Pane*

When you switch from Office 2000 to Office XP, the most visible change you will see is the Task Pane on the right side of the screen. This is meant to combine the handier features of menus, dialog boxes, the Clipboard, and more—all in one centralized location to help streamline your work habits. However, if you're like me and resistant to changes, click the X in the upper right corner, and the task pane will close.

When you open a new file, the task pane will automatically close so you can have the full screen for the new file. You can retrieve the task pane either from the VIEW menu, or by pressing ALT-V, then K. The size is also adjustable, using the double headed arrow.

From the task pane, you can access recent files, My Documents, and several other features. There are actually multiple task panes and by clicking the inverted triangle in the top-right corner, a drop-down menu lets you choose from eight panes.

## Software Tips

### PowerPoint

When developing a presentation, you may want to temporarily disable your animation effects. Choose SLIDE SHOW / Set Up Show, select the Show Without Animation check box and then click OK.

When you want to display your animation, reverse your selection.

If you have hyperlinks in your presentation and want to display them

quickly, try to open the host application before you begin your presentation. This should speed up the process during your presentation and make it more seamless.

Loop your sound files within your presentation so it plays repeatedly until you end your show or advance to the next slide.

Right click on the speaker icon and select Edit Sound Object. Then select Loop Until Stop.

### Outlook

Want a more traditional looking monthly calendar from Outlook? If you want Saturday and Sunday to each have their own column, display the day/week/month view and click on the Month button. Choose View / Current View / Customize click on the Other Settings button and deselect compress weekend days, then click OK twice.

Did you know you can organize your tasks into categories within Outlook? To assign a category to a task, click the task, choose EDIT / Categories, click the box for each category your task belongs in. Click OK. Of course, categories are more often used in Outlook for separating your contacts by family, business, organization A, etc.

### Access

Use the right wildcard character. Most of us are used to using the asterisk (\*) as a wildcard, but there are others available within Office. In several applications, Access being the most needing of this feature, the question mark (?) also serves as a wildcard. The difference being that the asterisk stands for several characters while each question mark stands for one single character.

Controlling the size of objects in Access is extremely important. When possible, be sure to take advantage of the Size to Fit option. This will save you time as it automatically sizes the frame to fit the selected font. You can also use this for an entire form by choosing Window / Size to Fit from the menu bar. Once Access has sized the form, saving it will have access remembering to use the same size next time.

## PC and Internet Dateline

October 1861—Last Pony Express run—email is still over 100 years away

August 1962—First paper about internet concept of connected computers

*The internet began in 1969 when the Dept. of Defense and others created ARANET as a form of communication to survive a nuclear attack.*

July 1972—First program written to send and receive messages.

April 1981—First IBM PC

June 1984—First government domain registered—css.gov.

November 1988—First internet worm paralyzes 6,000 host computers.

September 1994—Internet celebrates 25th Anniversary!

## Software Tips

### QuickBooks

Some helpful preset reports—all are found on the Reports Menu. Submenu Sales—Sales by Customer, both summary and detail. Submenu Customers & Receivables—A/R aging, both summary and detail, Customer balance, both summary and detail.

Customizing your forms in QuickBooks gives your output a personalized look, including your company logo and slogan!

QuickBooks includes a feature that provides templates for common business letters that can be used in conjunction with the data (name, address, balance) you already have in QuickBooks.

Memorized transactions made repetitive tasks of invoicing, entering bills, paying vendors much easier to handle. You can either have QuickBooks complete the transaction on its own, or simply have it remind you that it's time for it.

### E-mail

Ever send an e-mail before you were ready to? Here's a trick to prevent that from happening... Leave the address fields blank until you are ready to actually send the message. Most programs will return a dialog box reminding you that the address must be filled in. If you're using Reply or Reply All, try using a delayed delivery to give yourself time to think over your response.

Addressing your e-mail message:

TO—anyone to whom the email is directly addressed

CC—anyone who is receiving the email for informational purposes

BCC— anyone who needs to know the email was sent but doesn't need to be involved in any on-going correspondence and whose knowledge of the email is a private matter

### Internet

We're not huge movie people in my house, so we have not yet tried the on-line DVD rental sites. Here are three that were reviewed last year in PC Magazine.

Filmcaddy.com—★★ owned by Blockbuster. Drawbacks: only one distribution center yielding lengthy mailing times. Limit of 4 movies at a time; cost of \$19.95/month.

Netflix.com—★★★★ Advantages: extensive selection, ready availability, slick recommendations tool. Limit of 3 films at a time; cost of \$19.95/month.

Walmart.com—★★★ Drawbacks: large selection but limited copies of each title. Advantage: tells you the availability & estimated waiting time for its inventory. Limit of 3 films at a time; cost of \$15.54/month.

(PC Magazine May 6, 2003)

## Software Tips

About our newest Topics...

*WordPerfect, by Corel, has been around for what seems like forever! I remember using it almost 20 years ago and falling in love with the reveal codes feature. It is still around and as Corel fights with Microsoft for your software business, Corel is offering their Office Suite of programs on new machines.*

*Other members of the Corel Office Suite include Quattro Pro (spreadsheets), and Corel Presentations, and CorelCentral (Personal Information Management). The older version I purchased also came with a group of Small Business Tools that includes Peachtree First Accounting, Trellix 2 (Desktop Web Publishing), and Corel Print Office (Publishing).*

**Media Center PCs may now include TV tuners, a prowess for music and video and now they are starting to look more like Audio Visual equipment. How about a champagne metallic case that could replace your TiVo, CD player/recorder, DVD player/recorder, and gaming console? All off this made easier with a wireless mouse and keyboard!**

### Maintaining Windows

**Manage your Recycle Bin:** Just like the one you keep in the kitchen or garage, your computer recycle bin needs to be emptied on a routine basis. The quickest way to empty it is to right click on the desktop icon for the Recycle Bin and choose Empty Recycle Bin. To retrieve something from the Recycle Bin, open it, select the file, and choose Restore.

Your monitor attracts dust and dirt. Clean it with a lint-free cloth lightly sprayed with a mild ammonia solution—spraying the cloth, not the monitor!

A traditional mouse also needs cleaning—open it on the bottom and clean out the lint and dirt. An optical mouse just needs to be wiped to remove dirt accumulated on the bottom.

Turn your keyboard upside down and blow the dust out from between the keys with canned air

Practice Safe Upgrading:

- Run Windows Error Checking
- Run a full antivirus scan
- Defrag your hard drive
- Back up everything
- Create a startup disk
- Enable Windows System Restore

### Hardware

Having trouble getting the CD out of the drive? Right click the drive from My Computer and choose EJECT.

Remember not to store floppies or backup tapes near a magnet, telephone, or even your monitor. The magnetic field surrounding these devices can destroy your data.

### Networking Your Home

- Pick Your Technology—wireless, semi-wireless or wired
- Plan Your Network—location, phone-lines, power-lines
- Install the Hardware—Network Interface Cards (NICs)
- Install the Software—drivers for the network hardware and software onto each machine—selecting a name for each machine
- Get the Internet—an internet connection is a must-have if you're planning to share it!
- Share the Internet—install software needed to share your Net connection.
- Share the Works—share printers, disk drives, and files, too! Install the shared printer on each machine.

## Digitize Your Memories

My old record albums and cassette tapes sit in the basement, not really of much use in this day of CD's. I haven't tried it yet, but having some records that were made by relatives and friends, I was intrigued by the idea of converting those albums and cassettes to CD.

The new DUO-DX is an exciting new Digisette product that combines all the unique features of the DUO E-Cassette with a special new feature: Direct-to-Digital encoding. This feature allows users to connect the DUO-DX to any analog input, such as FM Stereo, CD headphone output, etc. and encode that input directly into an MP3 file without a computer! This MP3 file can then be played back from the DUO in a cassette deck or with headphones, or uploaded back to the computer for later replay. In addition, the DUO-DX has an onboard microphone for digital voice recording. The DUO-DX comes with 96MB of on-board memory which can be expanded to over 160MB with MMC flash memory cards (sold separately), Ni-MH rechargeable battery, AC Charger, direct-encoding cable, stereo earphones, USB connection cable, carrying case and software CD. It's made by Digisette, who you can contact at 866-434-4473 or [www.digisette.com](http://www.digisette.com).

(Smart Computing / November 2002 and Digisette web site)

## A Bluetooth Car

I might be one of the first to speak about the benefits of computers in making so many of the tasks we tackle simpler. But, there are some places I'm not ready to have computers. For me that list includes my kitchen appliances, a wrist watch (especially since I hardly ever wear one), and certainly my car! But, apparently, it's coming our way.

Bluetooth is a wireless option for hands-free cellular calls that is currently popular in European cars. The term in this article is *telematics*—in-car communications and computing. This connection between car and cell phone allows for things like controlling the phone from the dashboard, steering wheel, or instrument panel.

Imagine—pushing a button on the steering wheel labeled “talk”, speak the name or number and it's dialed from the car's phone book! With a navigation system you may also be able to auto-dial phone numbers for local points of interest.

(PC Magazine 2/17/04)

## Businesses We've Learned About:

Architecture  
Banking  
BioMed Technologies  
Capital Management  
Cemeteries  
Consignment Shop  
Construction  
Consulting  
Dry Cleaning  
Education  
Electrical Contracting  
Engine Repair  
Fiber Optics  
Floor Covering  
Glass Installation  
Granite  
Gutter Installation  
Hardware Support  
Home Security  
Indian Lore  
Interior Design  
Inventing  
Inventing  
Kitchen Design  
Landscaping  
Manufacturing  
Massage Therapy  
Paper Manufacturing  
Public Record Searching  
Public Safety  
Real Estate  
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Window Replacement



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A Special Mention to the following for the extraordinary support and assistance they have provided Technical Tutoring in our five years:

- Husband—Timothy Kenney
- Assistant—Sean Kenney
- Assistant—Ryan Kenney
- Assistant—Tyler Kenney
- Parents—Richard & Marjorie Bergquist
- Friend—JoAnn Goss
- Friend—Larry Cohen
- Henderson Builders—Robert Henderson
- Associate—Al Holman
- Associate—Holly Clavell
- Assistant—Christine Gaudette
- Assistant—Ron Feather
- CAD Associates—Roland Harpin

- Computer Hardware Companies:
- TWM Systems—Tom McGovern
  - OnLine Systems—Ray Gannon
  - Configured PC—Mark Barry
  - OnSite Computers—Don Danforth

***Our Services Include:***

- Training   Tutoring   Seminars
- Windows   The Internet   E-mail
- Word   Excel   PowerPoint
- Access   Outlook   WordPerfect
- QuickBooks   Cleaning Windows   Works

- Design & Printing of:
- Announcements   Business Cards
  - Certificates   Flyers
  - Handouts   Invitations   Note Cards

- Office Support Services
- Color Printing   Databases
  - Faxing   Word Processing
  - Labels   Mailing List Maintenance
  - Presentations   Program Installation
  - Scanning   Zip Back Ups

**Technical Tutoring Seminar Schedule**

**Every Month on Wednesday**

- Week 1   **9-11 Outlook**
- Week 2   **9-11 QuickBooks**
- Week 3   **9-11 Access**
- Week 4   **9-11 Adv. Office Features**
- Week 5   **9-11 Burning CDs**

**Call us about other topics or scheduling needs.**

**More information available on our web site:  
[www.TechnicalTutoring.com](http://www.TechnicalTutoring.com)**